

## Benefits Under the TennCare Partners Plan

**TennCare enrollees** have a program for receiving mental health and substance abuse services - *TennCare Partners*. TennCare Partners is like a rider to the TennCare program. It doesn't replace TennCare. It simply adds to it.

**Each person covered** by TennCare is assigned to a Behavioral Health Organization (BHO). BHOs are concerned with providing mental health and substance abuse services only. Your MCO will not change. You will still use it for all your physical health needs.

**Many people under TennCare** do not need mental health or substance abuse services. Others may find themselves or a family member suffering from depression, anxiety, substance abuse or other problems requiring professional attention. Still others may suffer from biological conditions that create the need for ongoing treatment and support. These people need the TennCare Partners program and the BHO assigned to them.

## Appeals

A TennCare participant has a right to file an appeal about actions taken by his or her Behavioral Health Organization (BHO) or provider. The BHO is required to provide materials informing participants of their rights.

If after following the BHO's process, the participant is not satisfied, he or she may appeal the decision.

### For Information Contact:

TennCare Partners Advocacy  
& Information Line:

In the Nashville area: 242-7339  
Statewide: 1 (800) 772-7647

TDD (for the hearing impaired)  
In the Nashville Area: 313-9240  
Statewide: 1 (800) 772-7647

Pursuant to the state of Tennessee's policy of nondiscrimination, the Tennessee Department of Mental Health and Developmental Disabilities does not discriminate on the basis of race, sex, religion, color, national or ethnic origin, age, disability or military service in its policies, or in the admission or access to, or treatment or employment in, its programs, services or activities.

The Tennessee Department of Mental Health and Developmental Disabilities is committed to the principles of equal opportunity, equal success and affirmative action. Contact the department's EEO/AA Coordinator at (615) 532-6580, the Title VI and ADA Coordinator at (615) 532-6700 for further information. Persons with hearing impairments call (615) 532-6612.



## Mental Health & Substance Abuse Benefits



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State of Tennessee  
Department of Mental Health and  
Developmental Disabilities

## Covered Behavioral Health Benefits

Benefit	TennCare Medicaid, State-Only & Standard Coverage
<b>Psychiatric Inpatient Hospital Services</b> (including physician services)	As medically necessary
<b>Outpatient Mental Health Services</b> (including physician services)	As medically necessary
<b>Inpatient/Residential and Outpatient Substance Abuse Benefits*</b>  Includes methadone detoxification, methadone maintenance and treatment of pain, as medically necessary	<b>Under age 21:</b> As medically necessary  <b>Age 21 &amp; Older: Non SPMI:</b> Limited to 10 (ten) days of detox, \$30,000 in medically necessary lifetime benefits  <b>Age 21 &amp; Older - SPMI:</b> <u>NO</u> lifetime limit for medically necessary services
<b>24-hour Psychiatric Residential Treatment**</b>	As medically necessary
<b>Mental Health Crisis Services</b>	As necessary for anyone regardless of TennCare eligibility
<b>Mental Health Case Management</b>	As medically necessary
<b>Non-Emergency Transportation</b>	As necessary to get the <b>Enrollee</b> to and from covered services for <b>Enrollees</b> lacking access to transportation
<b>Emergency Air &amp; Ground Ambulance Services</b>	As medically necessary
<b>Laboratory Services</b>	As medically necessary
<b>Psychiatric-Rehabilitation Services</b>	As medically necessary

*\*When medically appropriate, services in a licensed substance abuse residential treatment facility may be substituted for inpatient substance abuse services.*

*\*\*The Contractor is not responsible for the provision of 24-hour psychiatric residential treatment for children under age 21 years when the child is in State custody.*

## Applying for TennCare

To apply for TennCare, you will need to visit your local Department of Human Services (DHS). An appointment is not necessary, but you may not have to wait as long if you have an appointment. There is a DHS office located in each of Tennessee's 95 counties.

You can pick up an application at your local office of the Tennessee Department of Human Services (DHS).

DHS also makes disability determinations for the Social Security Administration for Tennesseans applying for Disability Insurance Benefits (DIB) and Supplemental Security Benefits (SSI) through its Disability Determination Services section. These individuals may also be eligible for TennCare coverage, and can call **1-800-342-1117** to find out more information.

If you are not eligible for Medicaid, you could still be eligible for TennCare. Your local DHS caseworker can tell you if you might be eligible.

**Para informacion acerca de TennCare en espanol llame al  
1-800-669-1851**